COMMON LEVELS OF SUPPORT (CLS)

PROVIDE CONSISTENT & EQUITABLE SERVICES VIA "STANDARDS"

COMMON STANDARDS ISSUED TO THE FIELD IN FY03

- **INFRASTRUCTURE – Installation Design Standards**
  - **VCSA approved April 2003**
  - **IMA implements through Installation Design Guides (IDG) as key component of master plans**

- **SERVICES – Army Baseline Services (ABS)**
  - **VCSA approved August 2003**
  - **IMA implements through Common Levels of Support (CLS) to distribute limited resources equitably**

Don Whitcher/SFIM-PL-P/donald.whitcher@hqda.army.mil/ 703-602-6309

ARMY BASELINE SERVICES AND COMMON LEVELS OF SUPPORT

ARMY BASELINE SERVICES (ABS) establishes the standards of the installation services to be delivered, and will be used in conjunction with cost factors to establish BASOPS requirements

COMMON LEVELS OF SUPPORT (CLS) provides garrisons definitive guidance, performance standards, and performance measures for the *uniform delivery of services at an affordable support level*

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438

SERVICE ANALYSIS TEAMS & SERVICE SUPPORT PROGRAMS

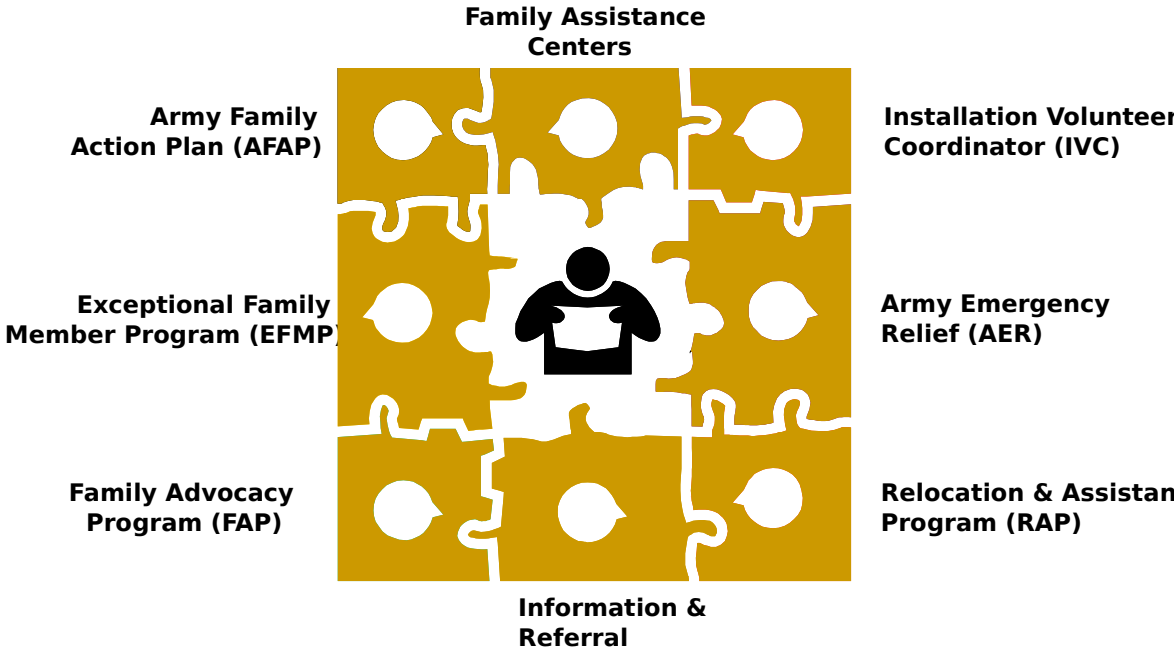
SERVICE ANALYSIS TEAM MEMBERS

HQDA proponents, IMA functionals, garrisons, MACOMs/SMCs, constituents

SERVICE ANALYSIS TEAMS

- Identify service support programs
- Prioritize service support programs
- Identify % of service cost
- Develop performance measure targets

SERVICE: ACS (NOTIONAL EXAMPLE)

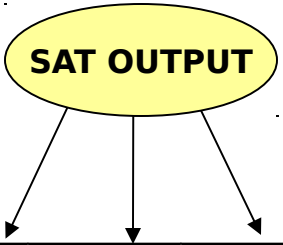

Family Assistance Centers
Army Family Action Plan (AFAP)
Installation Volunteer Coordinator (IVC)
Exceptional Family Member Program (EFMP)
Army Emergency Relief (AER)
Family Advocacy Program (FAP)
Relocation & Assistan Program (RAP)
Information & Referral

SERVICE SUPPORT PROGRAMS

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438

SERVICE ANALYSIS TEAM OUTPUT FOR ACS (NOTIONAL) *

NOTIONAL EXAMPLE: FUNDED AT 85%



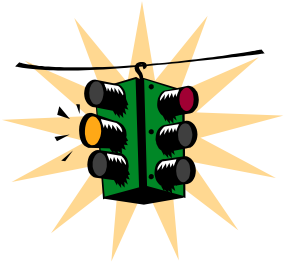
SSP	Priority	% Service Cost of SSP	Cumulative % Service Cost	Overall ABS Rating	Delivered to Standard
I&R	8	10%	100%	G	
RAP	7	5%	90%	A	
EFMP	6	15%	85%	A	G
FAC	5	10%	70%	A	G
AFAP	4	10%	60%	A	G
IVC	3	10%	50%	A	G
FAP	2	20%	40%	R	G
AER	1	20%	20%	R	G

*** Service analysis teams will also develop performance standards for each service support program (not shown here)**

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438

CLS DECISION SUPPORT TOOL

BUDGET GUIDANCE



CLS DECISION SUPPORT TOOL

FROM SERVICE ANALYSIS TEAMS

- IDENTIFY SERVICE SUPPORT PROGRAMS
- PRIORITIZE SERVICE SUPPORT PROGRAMS
- IDENTIFY % OF SERVICE COST

SAT OUTPUT

NOTIONAL

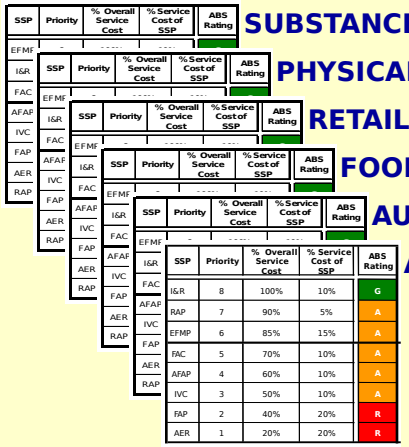
SSP	Priority	% Service Cost of SSP	% Overall Service Cost	ABS Rating
I&R	8	10%	100%	G
RAP	7	5%	90%	A
EFMP	6	15%	85%	A
FAC	5	10%	70%	A
AFAP	4	10%	60%	A
IVC	3	10%	50%	A
FAP	2	20%	40%	R
AER	1	20%	20%	R

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438

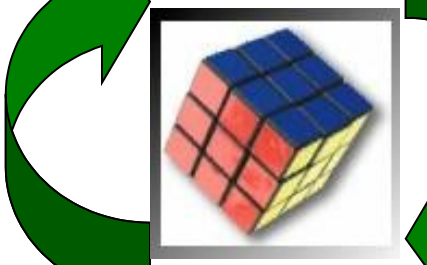
DECISION PROCESS

IMA SENIOR EXECUTIVE LEADERSHIP (SEL) DEVELOPS RECOMMENDATIONS FOR DIR, IMA APPROVAL

ALL SERVICES & SERVICE SUPPORT PROGRAMS



CLS FUNDING STRAWMAN FOR SEL (INCLUDES BUDGET GUIDANCE)



DECISION SUPPORT TOOL RUNS ALTERNATIVES TO DETERMINE OPTIMAL OUTCOME

DIR, IMA APPROVES CLS FOR FY05*

Service	SSPs
SUBSTANCE ABUSE	7 OF 9
PHYSICAL SECURITY	8 OF 10
RETAIL SUPPLY	9 OF 12
FOOD SERVICES	5 OF 8
AUTOMATION	7 OF 10
ACS	6 OF 8

CLS RECOMMENDATIO N TO DIR, IMA

* NOTIONAL

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438

COMMON LEVELS OF SUPPORT SUCCESS

- Clearly defined support programs
- Appropriate application of funds
- Standard service delivery
- Plan to increase capability
  - Increased funding where needed
  - Business process redesign

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438

INSTALLATION MANAGEMENT AGENCY

"Sustain, Support and Defend"

Jack Padgett/SFIM-PL-QM/ jack.padgett@hqda.army.mil/ 703-602-4438